AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1.   (currently amended)   A method of generating a process plan comprising:

i)   storing at least one generic process plan,

ii)   storing at least one non-generic process element containing a predetermined pattern,

iii)   searching said at least one generic process plan for the predetermined pattern contained by at least one non-generic process element,

iv)   on detection of the predetermined pattern, inserting content from said at least one non-generic process element into the generic process plan ~~at runtime~~ to ~~newly~~ generate a process plan ~~so that the newly generated process plan contains process instructions that are non-identical than that of the generic process plan~~, and

v)   outputting the ~~newly~~ generated process plan, wherein an instruction coded into each of the at least one non-generic process element determines how content is merged from the non-generic process element into the generic process plan at the runtime of the generic process plan.

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2. (original) A method according to claim 1 further comprising the steps of receiving for storage at least one generic process plan and receiving for storage at least one non-generic process element.

3. (previously presented) A method according to claim 1 wherein each stored generic process plan is indexed in accordance with a goal to be achieved by the plan and the method further comprises:

vi) receiving a goal input, and

vii) selecting a generic process plan for searching, said selection being in accordance with the received goal input.

4. (previously presented) A method according to claim 1 wherein at least one non-generic process element comprises resource information, identifying one or more resources to support a process step in a generated process plan.

5. (original) A method according to claim 4 wherein each stored non-generic process element comprising resource information is indexed in accordance with one or more relevant resources.

6.   (currently amended)   A method according to claim 1 wherein

content inserted from the at least one ~~inserted~~ non-generic process element

comprises data.

7.   (previously presented)   A method according to claim 1 wherein

at least one non-generic process element comprises context specific method steps

or data and is indexed for storage according to the relevant context.

8.   (original)   A method according to claim 7 wherein the context for

at least one non-generic process element is service type.

9.   (previously presented)   A method according to claim 7 wherein

the context for at least one non-generic process element is customer type.

10.   (currently amended)   Apparatus for use in generating a process

plan, the apparatus comprising:

i)   a generic process plan store,

ii)   a non-generic process element store,

iii)   means for searching at least one process plan for at least one

predetermined pattern contained in ~~a~~ at least one non-generic process

element,

iv) means for inserting, ~~at runtime,~~ content from said at least one non-generic process element into the generic process plan on detection of the predetermined pattern so as to ~~newly~~ generate a process plan ~~so that the newly generated process plan contains process instructions that are non-identical than that of the generic process plan~~, and

v) an output for ~~newly~~ generated process plans<u>,</u>

<u>wherein an instruction coded into each of the at least one non-generic process element determines how content is merged from the non-generic process element into the generic process plan at the runtime of the generic process plan.</u>

11. (previously presented) An apparatus according to claim 10 further comprising means for receiving for storage at least one generic process plan and receiving for storage at least one non-generic process element.

12. (previously presented) An apparatus according to claim 10 wherein each stored generic process plan is indexed in accordance with a goal to be achieved by the plan and the apparatus further comprises:

vi) means for receiving a goal input, and

vii) means for selecting a generic process plan for searching, said selection being in accordance with the received goal input.

13.   (previously presented)   An apparatus according to claim 10

wherein at least one non-generic process element comprises resource information,

identifying one or more resources to support a process step in a generated process

plan.

14.   (previously presented)   An apparatus according to claim 13

wherein each stored non-generic process element comprising resource information

is indexed in accordance with one or more relevant resources.

15.   (currently amended)   An apparatus according to claim 10

wherein <u>content inserted from the</u> at least one ~~inserted~~ <u>non-generic</u> process

element comprises data.

16.   (previously presented)   An apparatus according to claim 10

wherein at least one non-generic process element comprises context specific

method steps or data and is indexed for storage according to the relevant context.

17.   (previously presented)   An apparatus according to claim 16

wherein the context for at least one non-generic process element is service type.

18.   (previously presented)   An apparatus according to claim 16

wherein the context for at least one non-generic process element is customer type.

19.   (previously presented)   An apparatus as in claim 10 wherein the content introduces new process steps with respect to the generic process plan.

20.   (previously presented)   An apparatus as in claim 10 wherein the content advises existing process steps of the generic process plan.

21.   (previously presented)   A method as in claim 1 wherein the content introduces new process steps with respect to the generic process plan.

22.   (previously presented)   A method as in claim 1 wherein the content advises existing process steps of the generic process plan.

23.   (new) An apparatus according to claim 21, wherein the context for at least one non-generic process element is customer type.

24.   (new) A method as in claim 1, wherein instructions respectively coded into non-generic process elements determine a sequence in which said non-generic process elements are merged into said generic process plan.

25.   (new) A method as in claim 1, wherein said instruction coded into each of said at least one non-generic process element introduces new process steps into said generic process plan.

26.   (new) A method as in claim 1, wherein said instruction coded into each of said at least one non-generic process element advises existing process steps in said generic process plan.

27.   (new) An apparatus as in claim 10, wherein instructions respectively coded into non-generic process elements determine a sequence in which said non-generic process elements are merged into said generic process plan.

28.   (new) An apparatus as in claim 10, wherein said instruction coded into each of said at least one non-generic process element introduces new process steps into said generic process plan.

29.   (new) An apparatus as in claim 10, wherein said instruction coded into each of said at least one non-generic process element advises existing process steps in said generic process plan.